

Quality policy and objective.

The overall objective for ConSet A/S is to be the best supplier of office furniture with regards to the combination of quality, functionality, design and price.

ConSet A/S develops, produces and sells products, which comply with the expectations of the user.

We also aim at creating a consciousness of quality, environment and security in everyone working at or supplying to ConSet A/S to make these concepts a natural part of the everyday life.

To reach our objectives we aim at:

- complying with any demand from authorities and customers. Whenever there are norms or standards for the product, these will also be met.
- constantly improving our technological skills regarding product development and production methods, so that our products are made with precision and hardly any waste.
- controlling and testing our products systematically to exclude any fluctuation all through the production.
- treating every reclamation with seriousness and professionalism collaborating closely with dealers and users. Any fault the user might experience is carefully noted and used actively to improve both product and processes.
- collaborating mainly with suppliers, who can comply with our demands for delivery, quality and price level. Furthermore, we demand the necessary documentation and technical service, just as the supplier should develop his products continuously.
- communicating quality objectives and the following evaluation to everyone in the company.
- educating and training all employees in quality consciousness and making sure that our quality policy and objectives are understood and carried into effect all through the organization.

ConSet A/S intends to improve the quality control by doing the following :

- We must ask questions.
- We must listen to the answers we get.
- We must convince – not persuade.
- We must deliver the right quantity in the right quality at the right time.
- We must deliver at the right price.
- We must possess a high level of technical expertise.
- We must be flexible.
- We must be cooperative.
- We must be serviceminded.
- We must be active.

ConSet A/S, 10th of January 2007

Michael Overgaard, Managing Director